

Katherine Chang

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CAREER OBJECTIVE

Dedicated cybersecurity student seeking to secure a challenging role as a Help Desk Technician or IT Technician, leveraging my technical expertise and customer service skills to provide efficient and timely support to end-users. Eager to contribute to a dynamic IT environment, resolve technical issues, and ensure optimal user experiences while actively pursuing opportunities for professional growth and development.

EDUCATION

Bachelor of Science (Graduation December 2024)

Cybersecurity
Old Dominion University, Norfolk, VA

Associate of Science (Graduated May 2022)

Information Technology
Thomas Nelson Community College, Hampton, VA
Graduated Magna Cum Laude

PROFESSIONAL WORK EXPERIENCE

NASA Langley Research Center, Hampton, VA Jan 2024 – Present
PC Support Technician

- Provided comprehensive technical support for NASA's desktops, laptops, and peripheral devices, ensuring uninterrupted operations critical to space exploration missions.
- Utilized ticketing systems to prioritize, track, and resolve service requests promptly.
- Documented work progress, update ticket statuses, and provide comprehensive resolution notes for future reference.
- Install and update software applications, drivers, and patches to ensure system security and performance.
- Utilize remote desktop tools to assist users with software installations, system configurations, and troubleshooting tasks.

City of Hampton, Hampton, VA Aug 2022 – Jan2024
Senior Office Specialist

- Provided administrative support with general office management while maintaining the confidentiality of internal data and customer information.
- Engaged in professional client interactions via telephony, electronic correspondence, or face-to-face interactions to furnish accurate information and support.
- Sets up and managed audiovisual equipment, video conferencing systems, and presentation tools for meetings and events. Provided technical support to presenters and participants.
- Monitored physical security to help maintain equipment, data, and information safety.

Newport News Public Schools - Heritage High School, Newport News, VA Oct 2018 – Jun 2020
Lead Help Desk Technician

- Managed the installation and updates of software applications within the organization.
- Trained teammates on appropriate customer-relation resolutions and troubleshooting technical problems.
- Resolved internet, wireless, and wired network access issues via ticketing system.
- Replaced defective components and upgraded office equipment per technology plan.

SKILLS

Service Now, Java, Python, Microsoft Office, Google Workspace, Adobe, Kali Linux, Ubuntu, NIST Framework, Cryptography
Cybersecurity Technology Society, Basic Cyber Programming and Networking, Information Literacy, Cybersecurity Fundamentals, Principles of Information Systems, Cybersecurity & Social Science, PC Hardware & OS Architecture, Cyber Techniques and Operations, Software Design, Cyber Strategy and Policy

ACHIEVEMENTS & EXTRACURRICULAR ACTIVITIES

President’s List – TNCC
Dean’s List – ODU
National Honors Society – TNCC

Phi Theta Kappa Honors Society – TNCC

Virginia Student Training and Refurbishment (VA STAR)
Program – Heritage High School

CompTia Security+ Certification in Progress